Frequently Asked Questions
Online Unemployment Insurance Services

1. What UI processes can be done on line?
Internet Claim Applications
Internet Certifications
Direct Deposit – Sign up, edit, or change

2. How do I access these online unemployment insurance services?
From our website homepage at http://www.ides.state.il.us/.

3. What are the system requirements for using the online services?

- Internet Explorer 6.0 with cookies enabled.
- Windows XP, Windows 2000 or Windows Millennium Edition
- Adobe Reader version 4.0 or later. (User can download Adobe Reader for no charge, link given on the web page)

You will not be able to successfully submit an Internet Claim using Firefox, Mozilla or other unsupported web browsers. If you are trying to access the application using a "Mac" you will be able to use the online services only if you have Internet Explorer loaded onto your "Mac".

4. How do I change my browser to Internet Explorer?
Select start on the PC, click on "All Programs" and then select the Internet Explorer option.

5. What else is required to file on line?
To use any of the online services you must establish your **user name and password**. Once this is established, any of the 3 services can be accessed with this username and password.

6. How do I get a Username and Password?
When you select one of the online options from our web page, you will be brought to the Log In Screen. If you do not have a Username and Password, select the last option on the page, "If you have not established a Username and Password, click here to Register."

You will then be <u>required</u> to enter the following information on the Registration Screen:

- Social Security Number
- Name
- Date of Birth

If you are successful in registering, you will be directed to a screen where you can create your username and password. A username will be suggested and you can either select that username or create your own and then also enter a password. Your password will be **case-sensitive**. Once you have established your user name and password, do not share this with anyone. Make sure you remember your username and password. Do not share this information with anyone. You will then go to back to the Login Screen and enter their Username and Password and hit Continue.

7. Is my Username and Password, the same as my PIN number or what I use for Illinois Skills Match?

No, your username and password is for use for the online services mentioned in question 1.

8. I am trying to register but getting I keep getting a message I can't be validated, what does this mean?

The social security number, name and date of birth you enter are matched against data we have for the social security number. If the information does not match, you will not be able to use the on line services. You will have to file your claim at the local office.

They then go to back to the Login Screen and enter their Username and Password and hit Continue?

9. I forgot my Username and/or Password, what should I do?

Go to the Login Screen, and select the option, "Forgot my username/and or password". If you have tried to do this and were unsuccessful, select the "register" option (even though you have already registered). After entering your SSN and your shared secrets, the system will display your username and allow you to set a new password. You will be directed back to the Login where you can enter your Username and new password.

10. I need to change my password, how do I do this?

Go to the Login Screen, and select the option "Change My Password". On the next screen, enter your SSN and answers to secret questions. If you answer correctly, you will be allowed to change your password.